

## Password: Questions and Answers

### What do I do if I forget my password?

1. Go to [www.kusd.edu/password](http://www.kusd.edu/password).
2. Enter your login name
3. Select the Option "**Answer personal questions**"
4. After **ALL** questions are correctly answered, you can enter a new password.

### What do I do if I can't answer all personal questions correctly?

1. Call the **Help Desk** at (359) - 7700. A temporary password will be given to you.
2. At least one day after you receive a temp password, you need to go to [www.kusd.edu/password](http://www.kusd.edu/password).
3. Enter your login name
4. Select the option "**Use Password**"
5. Enter the temp password.
6. After that you can enter your new password.

### How often do I have to change my password?

You will be notified to change your password every 120 days or 3 times a year.

### Do I have to wait until I am notified before I can change my password?

No, you can change your password as often as you like. You should change it immediately if you feel your password is not secured.

### Can I keep my old password? Can I use one of my old passwords?

No, you can't. However you can modify your old password somehow so it is easy for you to remember.

### What will happen if I ignore the warning to change my password?

Your account (email, Zangle, and PC login account) will be disabled.

### What do I do if my account has been disabled?

***DON'T wait until your account is disabled because you will not be able to check your email. If you are a PC user, you won't be able to access your computer. If you are a teacher or if you work with Zangle, you will not be able to access Zangle.***

If your account has been disabled, contact your building computer person or contact the Help Desk.

### How do I go back and change the answer(s) of my personal question(s)?

You can change your personal question(s) if you know your current password.

1. Go to [www.kusd.edu/password](http://www.kusd.edu/password).
2. Select the option **Use Password**.
3. Select the option "**Answer personal questions**".

### TIPS

1. **Exit** email **BEFORE** you access [www.kusd.edu/password](http://www.kusd.edu/password) to change your password.
2. If you are using a PC, **RESTART** the computer **AFTER** you have changed the password.
3. It is a good idea to use a **WIRED** computer, not a wireless computer, when you first login using your new password.
4. When you answer personal questions, the answer should be **ONE** word answer because it is easier to remember. Case is not sensitive for the answers.
5. **DO NOT** check the box "**Remember Password**."